

Agency Name:  
Nebraska State Patrol

Name, title, and contact information for the agency contact person regarding the request:

Pam Zilly  
Crime Laboratory Director  
402-471-8967  
[Pam.Zilly@nebraska.gov](mailto:Pam.Zilly@nebraska.gov)

Title of the NITC Standards and Guidelines document at issue:

NITC 5-101  
Enterprise Content Management System for State Agencies

Description of the problem or issue:

The Nebraska State Patrol Crime Lab must be utilizing a document management system by the end of 2012 in order to show a year's worth of compliance prior to our 2014 inspection. The document management solution available through the State does not offer the specialized features necessary to ensure compliance and thus successful accreditation.

Description of the agency's preferred solution, including a listing of the specific requirement(s) for which a waiver is requested:

The Nebraska State Patrol respectfully requests permission to purchase QualTrax Compliance Software.  
<http://www.qualtrax.com/>

- Contains 1300 + Crime Lab Accreditation Criteria
- Software updates released regularly as changes are made to the criteria.
- Hyperlink to policies applicable to criteria.
- Ability to run compliance reports so gap analyses can be performed.
- Built in Crime Lab workflows such as:
  - Corrective Action Requests/ Preventative Action Requests
  - Audit report functionality
  - Testing features
- Workflows developed by Labs using QualTrax can be shared with other QualTrax Labs.

Any additional information and justification showing good cause for the requested waiver:

As the Nebraska State Patrol Crime Lab works towards ISO International Accreditation Standards, it has become apparent that we will need a system to ensure proper document control and ensure compliance with the numerous criteria we are responsible for meeting. Because QualTrax has turned their attention to Forensic Laboratories, it contains the Accreditation criteria the Lab is required to be compliant with (over 1300 criteria) including:

ASCLD/LAB Legacy (152)

ASCLD/LAB-International (445)

FBI Quality Assurance Standards for DNA Databasing Laboratories (352)

FBI Quality Assurance Standards for Forensic DNA Testing Laboratories (371)

QualTrax updates their software regularly when changes are made to any of the criteria. It allows you to hyperlink your policies to applicable criteria and run compliance reports so gap analyses can be performed. QualTrax has many workflows built into it that are currently used by the Lab, such as

Corrective Action Requests/ Preventative Action Requests, Audit report functionality and Testing features to ensure personnel have read procedure revisions. In addition, any workflows developed by Labs using QualTrax can be shared with other QualTrax Labs, thus decreasing duplication of efforts and increasing efficiency.

Additional information requested:

Is Disaster Recovery addressed in your proposed solution?

- Yes, the Nebraska State Patrol uses the Avamar solution for agency backups.
- The virtual environment will provide redundancy at an offsite location >50 miles away.

Confirmation that this solution will only be used for the Crime Labs.

- Since QualTrax is compliance software for forensic laboratory accreditation and audits, this solution is only intended for use by the NSP Crime Lab.

Is there an option for the OCIO to host the solution (server infrastructure)?

- Consideration will be given for this solution to be hosted by OCIO.

Does the cost include software, implementation, annual maintenance, hardware and all on-going support?

- The cost includes software installation, implementation, onsite training, maintenance and support.
- Since the solution will be implemented in the virtual environment, there is no price included for hardware.
- Ongoing annual maintenance and support is estimated at \$4,000.

At what point will NSP be reevaluating this application so that consideration on moving to the enterprise ECM solution will be evaluated?

- Consideration will be revisited upon end of life. NSP estimates the life cycle to be approximately five years.

Please let us know if any further information is needed. Thanks!

Suzy Fredrickson

Nebraska State Patrol

Information Technology Team

1600 Nebraska Highway 2

Lincoln, Nebraska 68502

[suzy.fredrickson@nebraska.gov](mailto:suzy.fredrickson@nebraska.gov)